



Charles Drew
HEALTH CENTER, INC.

ANNUAL REPORT 2017



MESSAGE FROM THE CEO

In 2017, community health centers across the country battled many uncertainties: The future of health center funding, health insurance changes adversely impacting patients, and increased socioeconomic barriers that influence individual's health-seeking behaviors. Through it all, Charles Drew Health Center, Inc. has been resilient and focused on what has guided the organization for over three decades—an unwavering commitment to community.

Together we have made substantial investments in the health and wellbeing of the community. Using our multi-disciplinary service delivery approach to individuals and families, we have made significant strides in improving quality, safety, and the unique patient care and family experience. We know the community is stronger when more of our children are healthy and ready to learn, and the adults caring for our children are healthy and ready to succeed in the workplace and at home.

I truly hope you enjoy reading the report. We are passionate about our mission and look forward to the future with hope and optimism. On behalf of our Governing Board of Directors, Volunteers and Staff, we say thank you. Rest assured that we will continue to work every day to meet and exceed your expectations.



Kenny D. McMorris, MPA, FACHE, CHCEF
Chief Executive Officer

IMPACT ON THE COMMUNITY

Our 2017 annual report highlights the impact of our Medical, Dental, Behavioral Health, Pharmacy and Enabling Services professionals working together to ensure that our patients receive the attentive healthcare and support needed. As you will see, your health center has remained committed in our journey to transform healthcare in Omaha

WHO WE SERVE: PAGE 3

WHERE WE SERVE: PAGE 5

A UNIQUE DELIVERY SYSTEM FOR THE MOST VULNERABLE

In 2017 Charles Drew Health Center Inc. served 11,745 unique patients accounting for 39,007 patient visits. Through our Health Care for the Homeless and Public Housing Primary Care programs, 3,105 unique patients received medical, dental and behavioral health care. Patients 18 and under represented 38% of our patient population, many receiving much needed care through our School Based Health Centers. Although 42% of our patients were uninsured and 97% of our patients were at or below 200% of the federal poverty level, everyone received care regardless of their financial status.

FINANCIAL OVERVIEW: PAGE 8

We know the community is stronger when more of our children are healthy and ready to learn, and the adults caring for our children are healthy and ready to succeed in the workplace and at home.

WHAT WE DO: PAGE 10

BREAKING DOWN THE BARRIERS TO HEALTH

Additionally, we conducted targeted screenings and preventive checkups for at-risk patients to allow for early diagnosis and treatment of illnesses. We provide specialized care for those with ongoing conditions and chronic pain. We expanded our Pharmacy options to help provide low-cost medications for our patients and on-staff interpreters continue to provide the much need translation and interpretation services to patients who are limited English speakers. In short, we are continuing to break down any barriers that patients may be experiencing and providing solutions to ensure that all patients receive the quality health care they deserve.

WHO WE ARE: PAGE 12

WE PROMOTE COMMUNITY TRANSFORMATION

In the coming year we will continue to develop new alignment opportunities with community partners and stakeholders to assist the organization in meeting the healthcare needs of the community. We hope these partnerships will usher in a new way of addressing social drivers of health, while providing a coordinated platform for positive community transformation.

HISTORY: PAGE 14

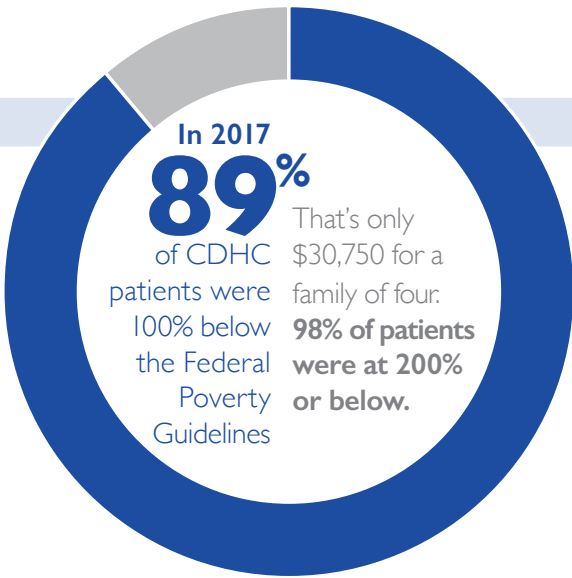
WE PROMOTE COMMUNITY TRANSFORMATION

Dr. Charles Drew embodies the values that Charles Drew Health Center carries out each and every day and that is, to recognize the needs of families and individuals and bring the type of changing that revolutionizes health care for our community.

WHO WE SERVE

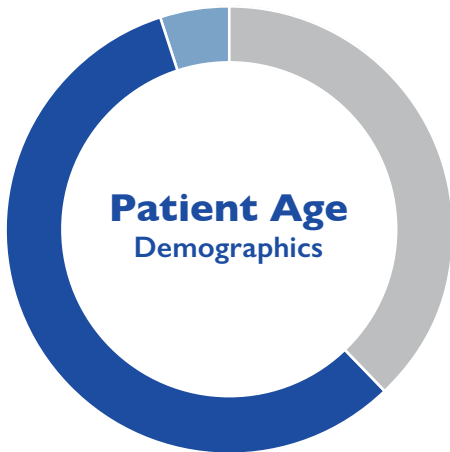


In 2017, we served 11,745 unique patients and provided 39,007 visits.

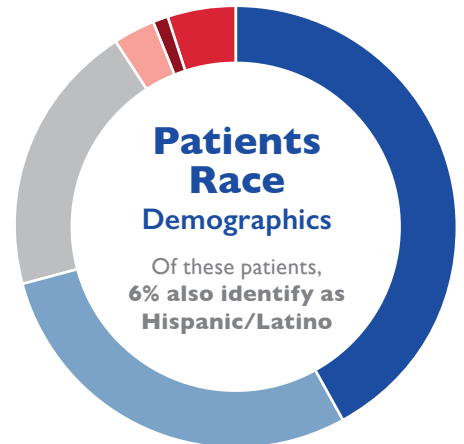


Our Patient Financial Services Team

assisted over **6,476 patients** with Medicaid, marketplace, and other applicable economic assistance programs.

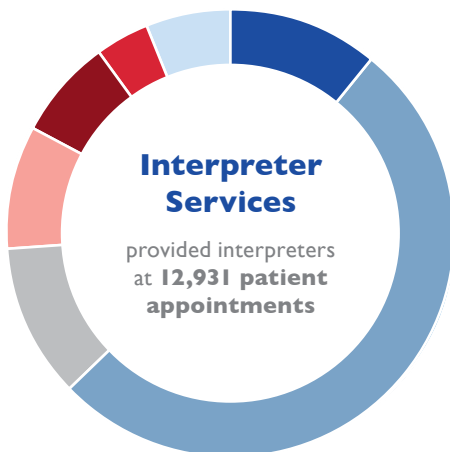
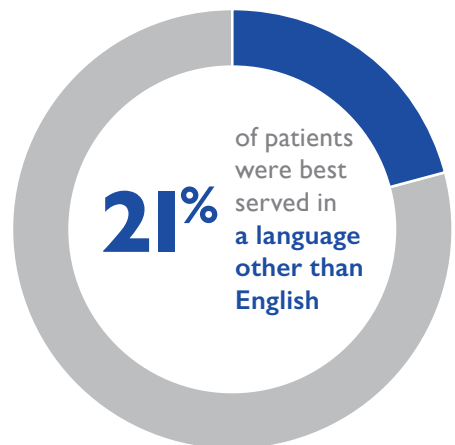


- 42% ● African American
- 29% ● White
- 20% ● Asian/Hawaiian/Pacific Islander
- 3% ● More Than 1 Race
- 1% ● Native American
- 5% ● Unknown/Refuse to Report



- 0-17 Years Old ● 38%
- 18-64 Years Old ● 57%
- 65+ Years Old ● 5%

Interpreter Services provided interpreters at an average of **1,077 patient appointments per month.**



- 11% ● Burmese
 - 52% ● Karen
 - 11% ● Karenni
 - 9% ● Mai Mai
 - 7% ● Nepali
 - 4% ● Spanish
 - 6% ● Other Languages**
- ** ASL, Chinese, Dari, Dinka, Farsi, French, Kachin, Nuer, Russian, Somali, Swahili, and Vietnamese

WHERE WE SERVE

We operate 13 Omaha locations, including clinics in 4 schools, 4 public housing towers, and 2 homeless sites. Charles Drew is the only FQHC in Nebraska to serve homeless patients and residents of public housing.

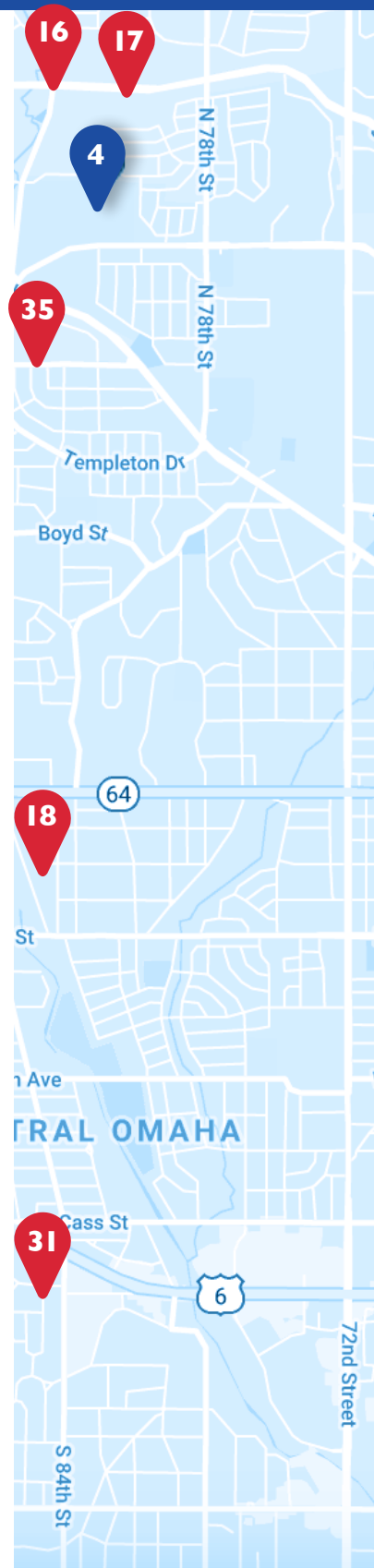
- | | | |
|--|---|---|
| 1 CDHC at Grant Street and Fitness Center 2915 Grant St Omaha, NE 68111 | 5 CDHC at Belvedere Elementary 3775 Curtis Ave Omaha, NE 68111 | 9 CDHC at Siena Francis House 1111 N 17th St Omaha, NE 68102 |
| 2 CDHC at St. Richards 4320 Fort St Omaha, NE 68111 | 6 CDHC at Kellom Elementary 1311 N 24th St Omaha, NE 68102 | 10 CDHC at Jackson Tower 600 S 27th St Omaha, NE 68105 |
| 3 CDHC at Manderson Street 2912 Manderson St Omaha, NE 68111 | 7 CDHC at King Science Middle 3720 Florence Blvd Omaha, NE 68110 | 11 CDHC at Crown Tower 5904 Henninger Dr Omaha, NE 68104 |
| 4 CDHC at Northwest High School 8204 Crown Point Ave Omaha, NE 68134 | 8 CDHC at Campus for Hope 1490 N 16th St Omaha, NE 68102 | 12 CDHC at Florence Tower 5100 Florence Blvd Omaha, NE 68110 |
| | | 13 CDHC at Evans Tower 3600 N 24th St Omaha, NE 68110 |

Behavioral Health Sites:

- | | | |
|------------------------------|------------------------------|-----------------------|
| 14 Hartman Elementary | 24 Central Park | 34 Bancroft |
| 15 Skinner | 25 Dundee | 35 Masters |
| 16 Fullerton | 26 Western Hill | 36 Robbins |
| 17 Prairie Wind | 27 Rose Hill | 37 Bellaire |
| 18 Picotte | 28 Benson West | 38 Lothrop |
| 19 Walnut Hill | 29 Druid Hill | 39 Mine-lusa |
| 20 Franklin | 30 Logan Fontenelle | 40 Sherman |
| 21 Castellar | 31 Columbian | 41 Springville |
| 22 AshLynn Park | 32 Jackson Elementary | 42 Miller Park |
| 23 Robbins | 33 Nelson Mandela | 43 Mount View |

On the Move:

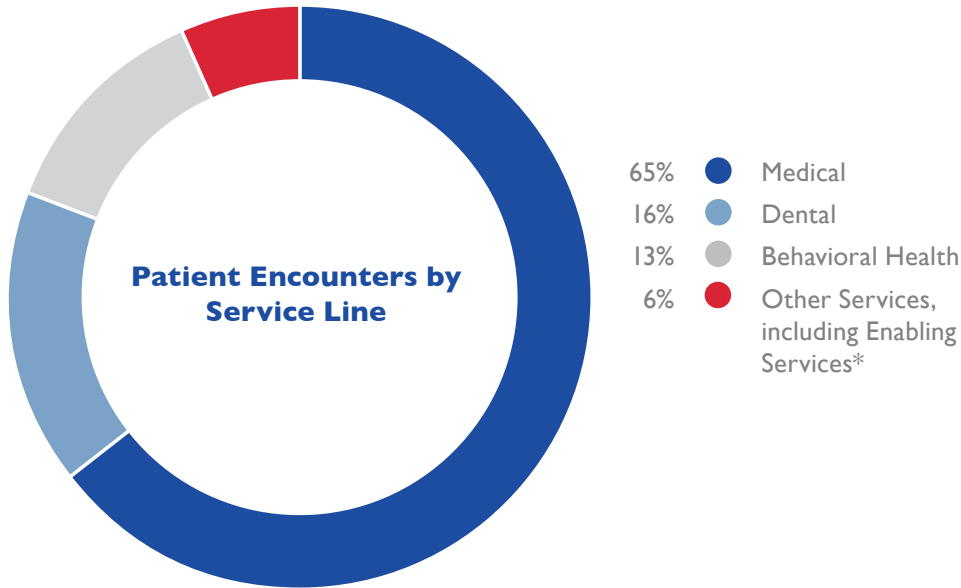
CDHC Mobile Dentistry Unit
Tooth-Mobile



We are rooted in the community



WHAT WE DO



Medical

We served **8,942 patients** at 25,227 encounters.

Dental

We served **3,273 patients** at 6,395 dental encounters

Behavioral Health

We served **2,104 patients** at 4,869 behavioral health encounters.

Pharmacy

We fulfilled **28,268*** prescriptions.

*This number does not include activity from our 340b partnership with Walgreens.



* *Interpreter Services, Transportation Services, Marketplace, Medicaid, Benefits, and Disabilities Assistance and Enrollment, and other Professional Services.*

Our services are designed to be multi-generational, multicultural and multidisciplinary to help remove the barriers that impend individuals from receiving the best health outcomes possible.

| | <i>CHILDREN</i> | <i>ADOLECENTS</i> | <i>ADULTS</i> | <i>SENIORS</i> |
|-----------------------------------|-----------------|-------------------|---------------|----------------|
| MEDICAL SERVICES | ● | ● | ● | ● |
| Chronic Disease Management | ● | ● | ● | ● |
| Health Screening | ● | ● | ● | ● |
| Reproductive Health Services | | ● | ● | |
| Homeless | ● | ● | ● | ● |
| Maternal Child Health | ● | | | |
| St. Richards | ● | ● | ● | ● |
| Optometry | ● | ● | ● | ● |
| Pediatrics | ● | ● | | |
| Public Housing Health Centers | ● | ● | ● | ● |
| School-Based Health Centers | ● | ● | ● | ● |
| Wellness | | | ● | ● |
| Dietician | | | ● | ● |
| Fitness | | ● | ● | ● |
| Community Garden | ● | ● | ● | ● |
| DENTAL SERVICES | | ● | ● | ● |
| Pediatric Dental Services | ● | | | |
| BEHAVIORAL HEALTH | | ● | ● | ● |
| PHARMACY | ● | ● | ● | ● |
| COMMUNITY SERVICES | ● | ● | ● | ● |
| Affordable Healthcare | ● | ● | ● | ● |
| Farmers Market | | | ● | ● |
| Fathers for a Lifetime | | | ● | ● |
| Healthy Families | ● | ● | ● | ● |
| Interpreter Services | | ● | ● | ● |
| Omaha Healthy Start | ● | ● | ● | |
| Women, Infants and Children (WIC) | ● | ● | ● | |

We Connect



Each year, our Earn-A-Bike program provides free bikes, bike locks, and helmets to 200 applicants ages 8-15 as part of our promotion of healthy lifestyles. In order to be eligible for the Earn-A-Bike program, applicants must complete 4+ hours of community service, write several essays, and attend bike safety and health education courses.



During the 2016-2017 school year, we provided dental services for 1,038 school-aged students at schools and early education learning centers aboard the Tooth-Mobile which houses 2 fully equipped exam areas.



Our staff representing Charles Drew at the Native Omaha Days Parade in 2017.

Denise Schmitz, Registered Dietitian, hosts Thrive: A Community Garden Class in partnership with Nothing But Net.



Our staff representing Charles Drew at the Native Omaha Days Parade in 2017.

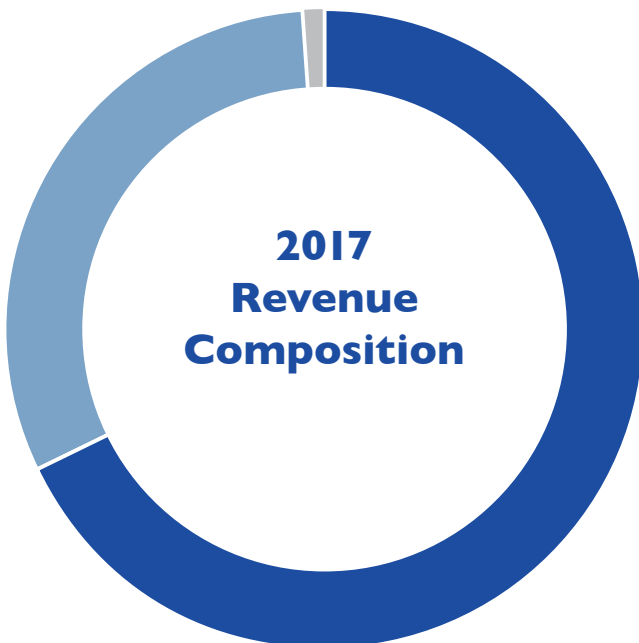


Omaha Healthy Start hosted a Family Fun Day to celebrate National Health Center Week 2017.

FINANCIAL OVERVIEW

Through our current operations, we provide an economic impact of over \$25 Million to our Omaha community, and savings to the health system including 24% lower costs for Medicaid patients and \$10 million in savings to Medicaid.

- \$13,041,818**
51% ● Direct health center spending, including direct employment of 155 full-time equivalents
- \$12,537,072**
49% ● Community Spending, including employment of 90 full-time equivalents



- Grant and Contribution Support ● 68.1%
- Net Patient Revenue ● 31.6%
- Other Revenue ● 0.2%

Fiscal Years 2016 and 2017 Operating Budget Comparative Analysis

| REVENUES | 2017 | 2016 |
|---|--------------------|--------------------|
| Net patient revenue | \$4,317,272 | \$3,561,970 |
| Grant and contribution support | \$9,294,772 | \$9,054,499 |
| Other revenues | <u>\$30,079</u> | <u>\$91,634</u> |
| Total revenues | \$13,642,123 | \$12,708,103 |
| | | |
| EXPENSES | | |
| Personnel costs | \$8,505,573 | \$8,042,140 |
| Non-personnel costs | <u>\$4,536,245</u> | <u>\$3,921,771</u> |
| Total expenses | \$13,041,818 | \$11,963,911 |
| | | |
| CHANGE IN NET ASSETS | | |
| Change in unrestricted net assets | \$600,305 | \$744,192 |
| Change in temporarily restricted net assets | <u>\$478,903</u> | <u>(\$154,377)</u> |
| Change in net assets | \$1,079,208 | \$589,815 |
| | | |
| ASSETS | | |
| Cash and investments | \$1,389,560 | \$751,625 |
| Other assets | \$2,086,719 | \$1,855,510 |
| Property and equipment, net | <u>\$5,265,329</u> | <u>\$4,906,875</u> |
| Total assets | \$8,741,608 | \$7,514,010 |
| | | |
| LIABILITIES | | |
| Total liabilities | \$1,747,161 | \$1,598,771 |
| | | |
| NET ASSETS | | |
| Unrestricted | \$6,483,168 | \$5,882,863 |
| Temporarily restricted | <u>\$511,279</u> | <u>\$32,376</u> |
| Total liabilities and net assets | \$6,994,447 | \$5,915,239 |
| | | |
| TOTAL LIABILITIES AND NET ASSETS | \$8,741,608 | \$7,514,010 |

WHO WE ARE

We are a team of more than 150 people, united by our dedication to providing quality comprehensive health care services to individuals and families in the community.



Tiffany White-Welchen, Senior Director of Behavioral Health Services, and Ted Lampkin, Clinical Behavioral Health Manager, wearing superhero shirts to celebrate National Health Center Week 2017.

Our Mission

We are dedicated to providing quality, comprehensive health care in a manner that acknowledges the dignity of the individual, the strength of the family, and the supportive network of the community.

Kenny McMorris,
MPA, FACHE, CHCEF
Chief Executive Officer

William Ostdiek, MD
Chief Medical Officer
Family Practice Physician

Tarsha Jackson, CPA
(Inactive)
Chief Financial Officer

Angeline Larson, MBA
Chief Operating Officer

Wayne Tate, PharmD,
MBA
Senior Director of
Pharmacy Services

Tiffany White-
Welchen, LIMHP,
LPC, NCC
Senior Director of
Behavioral Health

Molly Cawley, DDS
Associate Dental Director

We are governed by a Board of Directors that reflects our diverse patient composition, with a minimum of 51% Board Members being patients of Charles Drew Health Center. This helps us best serve the interests of, and be led by, our patients and community.

Chairperson

Christopher Rodgers
Creighton University,
Director of Community
and Government
Relations

Vice Chairperson

Fredrick E. Edegebele
IFYS Home Healthcare,
Inc., Owner/
Entrepreneur

Secretary

Patricia Brown
Retired

Treasurer

John W. Ewing, Jr.
Douglas County
Treasurer

Directors

Cho Aye, *American*
Family Insurance Sales
and Service Specialist

Malaby Byrd, Jr.

Terrence S. Byrd,
Siena Frances House
Transportation
Coordinator

Fred Conley,
Self-employed

Susan Crawford, Ph.D.
Creighton University,
Professor of Political
Science and
International Relations

Ernestine Dorsey
Retired

Jennifer Genua-
McDaniel, *Genua*
Consulting, LLC, Chief
Executive Officer

Eric Payne
Midwest Gastrointestinal
Associates, PC, Office
Manager

Brenda Paiz
First National Bank, Vice
President, HR Business
Partnering

Joann Porter, M.D.
Creighton University
School of Medicine,
Associate Dean for
Graduate Medical
Education

Ann Schumacher
CHI Health Immanuel,
President

Keith Station,
Heartland Workforce
Solutions, Director of
Business Relations

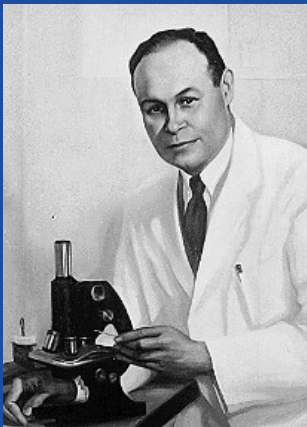
Marvin L. Stancil, M.D.
University of Nebraska
Medical Center,
Associate Professor
and Medical Director,
Maternal Care Program

Raymond L. Stoupa
Creighton University
School of Medicine,
Chief Financial Officer

Sheila Ann Wrobel
CHI Health, Corporate
Responsibility Officer

OUR HISTORY

Charles Drew Health Center, Inc., was named in honor of Dr. Charles Richard Drew, a brilliant African American physician, educator, and surgeon, famous for his pioneering work in blood preservation.



A BRIEF HISTORY OF DR. CHARLES RICHARD DREW

Charles Richard Drew was born on June 3, 1904 and was raised in Washington DC. Though a bright student, Drew predominantly

excelled in athletics, leading to his athletic scholarship to Amherst College in 1922. At Amherst, he developed an interest in the medical sciences. He received his AB from Amherst in 1926.

After receiving his AB from Amherst in 1926, Drew wanted to attend medical school. He was accepted into Harvard's medical program, a rare accomplishment, but because they wanted to defer his admission to the following year, Drew attended McGill University Faculty of Medicine in Montreal, Canada instead.

During his time at McGill, Drew garnered several important awards and fellowships, and graduated second in his class. As an intern and surgical resident after graduation, he worked closely with Dr. John Beattie, a bacteriology professor, to explore ways to treat shock with blood transfusion.

In 1935, he joined the Howard University College of Medicine faculty as a pathology

instructor, working his way up the ranks to Chief Surgical Resident at Freedmen's Hospital. He earned a fellowship to train at New York's Presbyterian Hospital while also earning a doctorate from Columbia University. His main project, and basis for his dissertation, was an experimental blood bank. In 1940, Drew graduated with his doctorate in medical science from Columbia University as the first African American to do so.

He returned to Howard University to resume teaching, but was called back to New York in September to direct the Blood for Britain project. The project provided Great Britain, under attack by Germany, with blood and plasma to treat casualties. Following the project, Drew piloted a national blood banking system for the National Research Council and the American Red Cross, innovating the mobile blood donation stations, or "bloodmobiles."

In 1942, Drew returned to Washington DC where he became head of Howard University's Department of Surgery and Chief Surgeon at Freedmen's Hospital the first African American appointed to be examiner for the American Board of Surgery. Drew was killed in an automobile accident in 1950 on the way to a medical conference.

We pay homage to Dr. Charles Drew's legacy of blood preservation work still used in modern medicine with our blood drop logo.



1983

Charles Drew Health Center, Inc. is incorporated as the first FQHC in Nebraska.

1985

We began providing medical services and Women, Infant, and Children (WIC) nutrition program services in July 1985 in a 2,160 square foot converted laundromat.

1988

CDHC begins providing social work and primary medical care for the homeless.

1993

The completion of a new 14,500 square building for the health center at 2915 Grant Street results in the addition of our optical

clinic, pharmacy, and mobile immunization van.

1999

CDHC becomes a grantee for the Infant Mortality Initiative - Omaha Healthy Start (OHS).

2000

CDHC receives the Accreditation of Healthcare Organizations from Joint Commission and establishes the CDHC Foundation Board.

2003

CDHC adds Integrated Primary Care and Behavioral Health services.

2004

CDHC begins providing health care services for Sudanese

refugees resettling in the Omaha metropolitan area.

2009

CDHC plants its first Community Garden and begins offering an Exercise and Fitness Center for patients and employees.

2011

CDHC opens three School-Based Health Centers at Kellom Elementary, Belvedere Elementary, and King Science Middle School.

2012

CDHC opens a fourth School-Based Health Center at Northwest High School.

2013

CDHC opens four Omaha Housing

Authority Public Housing Health Clinics at Crown Tower, Evans Tower, Florence Tower, and Jackson Tower.

2015

CDHC adds a clinic at on the North Omaha Intergenerational Human Services Campus, formerly the historic St. Richards Church, School and Rectory.

CDHC begins providing dental services aboard a mobile dental unit, known as the Tooth-Mobile.

“In the coming years we will continue to develop new alignment opportunities with community partners and stakeholders to assist the organization in meeting the healthcare needs of the community. We hope these partnerships will usher in a new way of addressing social drivers of health, while providing a coordinated platform for positive community transformation.”

Kenny D. McMorris, MPA, FACHE, CHCEF
Chief Executive Officer



FTCA
Federal Tort Claims Act



nebraska *health+*